

Technical Bulletin

ISS45 7083-053/054 Setup Problem

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ISS45 versions 7.0.8.3-053 and 7.0.8.3-054 have a problem when running Setup to change the environment of an existing store – for example, to change from a single MFS to dual MFS.

The problem is addressed in Fault 1971 and will be provided in release 7.0.8.3-055 in the very near future. In the mean time, below is a work-around.

How do you know if a problem exists? Symptoms include errors in Services Monitoring, changes made on one controller not reflected to the other, and PoS toggling between MFS1 and MFS2. Although you can see all PCs on the LAN and ping them, ISS45 will not be communicating correctly.

The problems are only caused when running setup on the MFS. The setup procedure incorrectly sets the DRVFILE entry number to zero. When running setup, file.mfs, file.m&b, file.lfs, file.asf, q-dex.prm can all be affected. These files are the ones that are modified when selecting the type of MFS/LFS the box will be.

You can fix this by doing one of 3 things:

1. Copy the files mentioned above from a known working MFS2 to the bad MFS2 then the same for the MFS1. Use files preferably from the same version but in no instance more than one level down. Remember, you can *not* share these files from MFS1 to MFS2 and vice-versa. They are different. A reboot will be required after the copy and these files are also read-only. Use correct steps to copy the files into the system.
2. If not able to get files from a good system go to <6,8,1> F3 Drvfile Parameters.
 - On MFS1 – the alternate master PC number needs to be 2
 - On MFS2 – the alternate master PC number needs to be 1
 - On both machines, the parameters at the bottom of this screen that need to be checked off are: Maint Request, Process Transactions, Send Transactions in Background, Send Long Maintenance in Background and Process Long Maintenance.
 - After setting all this, escape back and enter into F1 Define QDX Files. All "defined" QDX files need their DRVFILE Entry number changed. Files that are 'undefined' should not be updated.
 - On MFS1 they should have 2
 - On MFS2 they should have 3

CAUTION: the POS will refresh files after the changes have been made. You can press any key on the keyboard to continue checking out groceries while it refreshes in the background.

To Your Success,


Tammy Elliott

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